



SkillSoft Course Player (SCP)



User's Guide

Version 6.4

www.skillsoft.com

SkillSoft Course Player Release Table

| Release Version | Release Date | Release Summary |
|-----------------|--------------|---|
| V6.0 | 11/13/2005 | Added Support for SCORM 2004 and CCA Content |
| V6.1 | 12/1/2005 | Added support for Project Center assets; SCP now supports code judging courses. |
| V6.1 SR1 | 12/18/2005 | Added additional strings for localization. |
| V6.2 | 01/15/2006 | Added support for CodeJudger on SSL sites. |
| V6.4 | 09/20/2006 | Added support for the Macintosh platform and Dialogue CCA courses. |
| | | |



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Getting Started

OVERVIEW

The SkillSoft Course Player (SCP) is divided into three areas:



- Title Bar
- Content Area
- Navigation Bar




Note: When you launch a course, if you choose not to run the signed player applet the following message will be displayed: By not accepting to trust the SkillSoft player applet, the course will not be launched. When you close the message box, the Player will exit.

Note: You may notice slight variations of the player depending on the specific course or course type that you play. If you notice a subtle difference in the display, your interaction with the user interface remains the same.

Title Bar

The Title Bar is located at the top of the screen. It contains the course, lesson, or topic title, the **Help**  and **Exit**  buttons.

Note: DO NOT use the  close window button in the top right corner of the browser window or other Windows control functions to exit the course. Scores and bookmarks may be lost if you do not use the Player's **Exit** button.

Content Area

The Content Area can display *topic pages*, test questions, or the *course menu*. While displaying the *Course Menu*, the top of the Content Area displays the course goal, current course score, and a link to the Course Test. The main part of the Content Area displays the course menu including links to the lessons and topics, links to the tests, and topic status and scores.

While displaying a course content page or test page, the Content Area displays the *content type* of the course or test.

While displaying a test introduction or summary page, the top of the Content Area displays your name and your Course Score. The main part of the Content Area displays the content titles and scores. In some cases links are displayed so you can play content or retake the test.

Navigation Bar

The *Navigation Bar* contains several buttons that enable access to course resources and allows you to navigate sequentially through the course content pages. When instructional content or tests display in the Content Area, the SkillSoft Course Player displays course navigation buttons, audio controls, and the topic status window in the Navigation Bar.

It is important to note that there may be variations in the Navigation Bar depending on the content type you are playing. For example, SCORM and AICC courses may have embedded navigation controls. Dialogue Recorded Sessions have additional controls to pause and navigate within a recording.

The SkillSoft Course Player displays the **Print Scores** button in the Navigation Bar for Test Transition/Summary pages and the Course Menu.

Tip: You can verify the SCP version by pressing and holding **<CTRL>** and double-clicking the Navigation Bar.

Web Accessibility

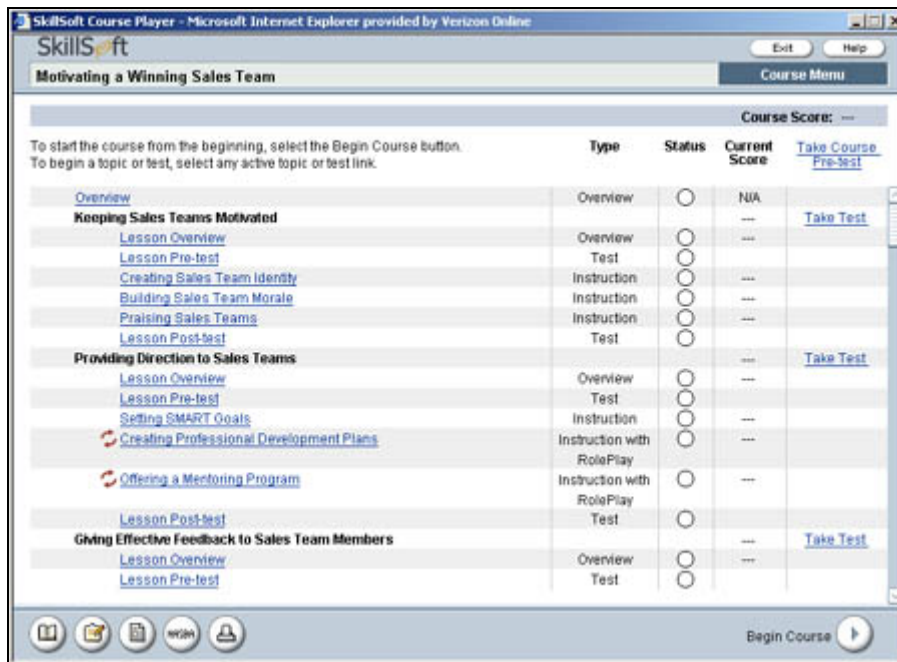
To navigate to the title bar, use the **TAB** key (or **TAB** + **SHIFT** keys) to move the focus until it reaches the **Help** button or **Exit** button. To launch the Help or to exit the SkillSoft Course Player, move the focus to that button and press the **SPACEBAR** or **ENTER** key.

Keyboard Shortcuts

- Open Help: **CTRL** + **SHIFT** + **H**
- Exit course: **CTRL** + **SHIFT** + **E**

THE COURSE MENU

When you launch a course or select the **Course Menu** button  while viewing course content, the Course Menu opens in the content area of the SkillSoft Course Player.



The left side of the course menu displays the hierarchy of the course down to the topic level. It contains links that allow you to go directly to a particular topic. The right side of the course menu provides information about each course component or allows you to take a specific test.

NOTE: If a Dialogue Design course contains only a single topic, when the course is launched the Course Menu page is not displayed. Instead, the course skips directly to the Topic Navigation page or the first learning topic.

Course Hierarchy

Courses follow a general organizational structure:

- **Overview** - Launches the overview for the course.
Note: Some courses are intentionally designed without course overviews.
- **Lessons** - Lessons are containers for related topics. Lesson titles are displayed in bold text on the course menu.
- **Topics** - Topics contain the content in SkillSoft courses. Topic titles act as links to the specific content.




Note: If you download individual topics from a course using the SkillSoft Course Manager (instead of downloading the entire course), some of the links in the course menu may not be available to you.


Hierarchy for Dialogue Design Courses

Dialogue Design courses have a slightly different course hierarchy, which is as follows:

- **Course** - Dialogue Design does not have the concept of a lesson and the entire course is treated as a single lesson.
- **Segments** - Segments are similar to topics in other courses. A Dialogue Design course can contain one or more segments.
- **Slide** - Slides are similar to learning points in other courses. In Dialogue Design courses a learning point is limited to a single page.

Menu Information

- **Goal/Objective** - Displays a general description of the high-level goals of the course. Goals may not be displayed for all courses.
- **Course Score** - Displays your current score for the course. This score is an average of the current score on all tests in the course. All tests that you have not attempted display as "---" and are scored as 0% until you take them.
- **Type** - This column describes the *topic type*.
- **Status** - This column indicates your progress navigating through each topic. A not started icon  displays if you have not opened any of the pages in the topic. A started icon  indicates that you have opened at least one page in the topic. A completed icon  indicates that you have opened and navigated through all pages in the topic.
- **Current Score** - This column displays your current score for each lesson or topic. N/A means the content associated with that entry is not tested anywhere in the course.
- **Take Course Test/Pre-test** - This is both an active link, as well as a column heading. The entries in this column each launch the test for the entire course, an entire lesson, or a single topic within a lesson. The testing options may vary depending on the course.

-  **Bookmark** - Indicates the last topic you were viewing when you closed the course or selected the **Course Menu** button.

Web Accessibility

To navigate the focus to the Course Menu, use the **TAB** key (or **TAB** + **SHIFT** keys) to move the focus until it reaches the Course Menu.

Use the **Up Arrow** key and **Down Arrow** key (or the **Left Arrow** key and **Right Arrow** key) to navigate up and down the course menu and the Take Test links. Use the **TAB** key (or **TAB** + **SHIFT** keys) to move the focus to the **Take Course Test** link. To select a link in the course menu, select that link and press the **SPACEBAR** or **ENTER** key to go to that link.

NOTE: On some custom courses, you must navigate all elements within the course menu using the **TAB** key (or **TAB** + **SHIFT** keys).

Keyboard Shortcuts

- Return to Bookmark: **CTRL** + **T**
- Take Course Test: **CTRL** + **C**

THE NAVIGATION BAR

The Navigation Bar appears at the bottom of the SkillSoft Course Player. It has the following buttons. When instructional content is played, *navigation controls* are also available in the content area.



Resources/References

Select to launch the *References or Resources* page in a separate window. This page contains links to course reference information including Course Objectives, Glossary, Job Aids, Follow-on Activities, Additional Resources, Copyrights, SkillSoft Licensing Agreement, About this Course, and Approximate Duration.



Job Aids

Select to launch the *Job Aids* page in a separate window. This page contains links to all the Job Aids for the course.

Note: The **JobAids** button is not available for Dialogue Design courses.



SkillBriefs

Select to launch the *SkillBriefs* page in a separate window. This page contains links to all of the SkillBriefs for the course.

Note: The **SkillBriefs** button is not available for Dialogue Design courses.



NASBA

Select to launch the *NASBA* CPE page in a separate window. This page contains information on receiving NASBA CPE credit for the course and a link to the NASBA course evaluation form. This button is only available for NASBA certified courses.



Slide Captions

Select to view the slide notes (captions) in a separate window.

Note: This button is available only for Dialogue Design courses.



Print Scores

Select to display a printer-friendly version of your scores. This button is only available on the Course Menu and test transition/summary pages.



Learning Points Button

Select to display the Learning Points dialog box. Use the Learning Points dialog box to view and navigate to the learning points in the selected topic.

Note: This button is replaced in Dialogue Design courses by the **Slides List** button. Clicking on the **Slides List** button will bring up the Slide List dialog box from which you can navigate to the other slides in the segment.



Transcript Button

Select to launch the Transcript page in a separate window. This page displays a transcript of the course.



Ask My Mentor Button

Select to launch the Ask My Mentor page in a separate window. This page allows you to receive individual attention from vendor-certified professionals through email, online chats, and threaded discussion groups.



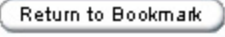
Begin Course

When viewing the *Course Menu*, the **Begin Course** button is displayed on the right side of the Navigation Bar. You can use this button to navigate to the first page of the course.

Note: If you have previously entered a topic in this course, this button displays as **Return to Bookmark** and you use this button to enter the last page you were viewing when you exited the instructional content.



Return to Bookmark

When returning to the *Course Menu* of a topic you entered previously, the **Return to Bookmark** button displays on the right side of the Navigation Bar. You can use this button to enter the last page you were viewing when you exited the instructional content. Depending on the course type, the button can display as  or



Note: If you have not previously displayed any course content in the open course, this button displays as **Begin Course** and you can use this button to navigate to the first page of the course.

Web Accessibility

To navigate to the navigation bar, use the **TAB** key (or **SHIFT + TAB** keys) to move the focus until it reaches a button. To select a button, press the **SPACEBAR** or **ENTER** key.

Keyboard Shortcuts

- Open References window: **CTRL + SHIFT + R**
- Open Job Aids: **CTRL + SHIFT + O**
- Open SkillBriefs window: **CTRL + SHIFT + L**
- Open NASBA Information topic: **CTRL + SHIFT + B**
- Print test scores button: **CTRL + SHIFT + P**
- Begin Course/Return to Bookmark: **CTRL + T**
- Open Learning Points Dialog Box: **CTRL + SHIFT + T**

- Open Transcripts window: **CTRL +SHIFT + L**
- Open Mentoring Window: **CTRL + SHIFT +M**


Navigating a Course

TOPIC INTRODUCTIONS

At the beginning of every topic, an introduction page displays the learning objectives that are presented in the lesson or topic. The page displays your current score for the lesson or topic (if applicable) and the topic type. The Topic Introduction page also displays the learning points for the topic and gives links to navigate to the learning point.

Note: Learning points are not available for all content. In the case of a Dialogue Design course, the learning objective is displayed in the Course Menu as Dialogue Design courses have learning objectives only at course level.



To begin the topic, select the **Next Page** button  or select one of the learning point topic links.

Web Accessibility



To select a link to a learning point (IT Skills courses), use the **TAB** key (or **TAB + SHIFT** keys) to move the focus to the first learning point in the list. Use the **Up Arrow** key and **Down Arrow** key to select the desired learning point. Press the **SPACEBAR** or **ENTER** key to navigate to that link.

Keyboard Shortcuts

- Next Page: **CTRL + SHIFT + Right Arrow**
- Go to the Course Menu: **CTRL + U**

NAVIGATION CONTROLS

You can navigate through the course content using the navigation controls, *resource buttons*, the Learning Points dialog box or the Slides List dialog box (in Dialogue Design courses), and by using the learning point links on the *Topic Introduction* pages.

- Navigation controls appear in the navigation bar when instructional content is being played.
- Additional navigation buttons may display in various places within the instructional content. These buttons are labeled to indicate what action occurs when you select it.
- The Learning Points dialog box allows you to navigate to any learning point in a topic by selecting that link. Open the Learning Points dialog box by clicking the Learning Points button . Dialogue Design courses have a Slides List dialog box instead of the Learning Points dialog box. Open the Slides List dialog box by clicking the Slides List button .
- The Topic Introduction page provides links to each learning point in the topic. You can navigate to a learning point by selecting a link or select the **Next Page** button to go to the first learning point in the topic.

Standard Navigation Controls



Turn Audio On/Off - Turns the audio on or off during the current course play session.



Play Audio/Stop Audio - Plays or stops the audio for the current page.



Previous Topic/Segment - Displays the previous topic in the course. In Dialogue Design courses, displays the previous segment.



Previous Page/Slide - Displays the previous page in the course. In Dialogue Design courses, displays the previous slide.



Course Menu - Displays the *Course Menu* in the Content Area.



Next Page/Slide - Displays the next page in the course. In Dialogue Design courses, displays the next slide.



Next Topic/Segment - Displays the next topic in the course. In Dialogue Design courses, displays the next segment.



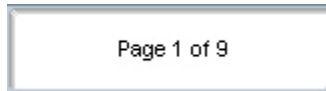
Auto Advance On/Off - Turns on or off the auto advance feature. If Auto Advance is on, the slide automatically advances to the next slide. If Auto Advance is off, you have to navigate to the next slide by clicking the **Next Slide** button.

Note: The **Auto Advance** button is available only in Dialogue Design courses.

Play Slide/Pause Slide - Plays or pauses the audio track if the slide contains audio. Plays or pauses the video and audio if the slide is a recorded session.

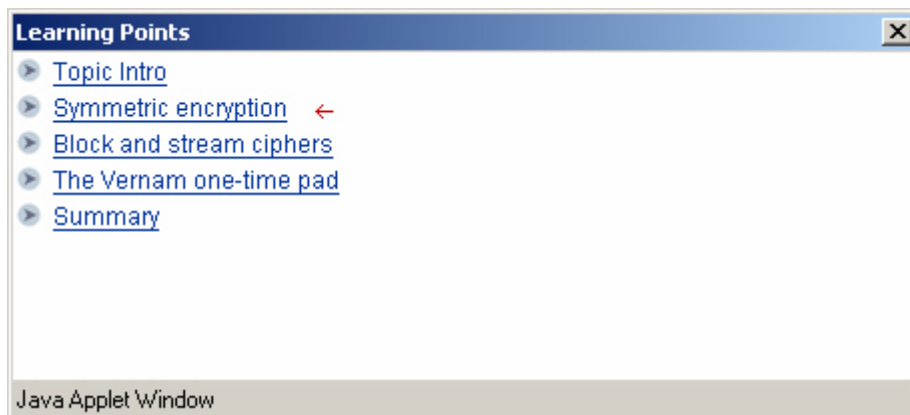
Note: This button is available only in Dialogue Design courses. Also note that this button is disabled for third party Flash movies.

Status Box



Depending on the course, topic, or test, a status box may display showing the current page number and the total number of pages. In the case of Dialogue Design courses, the current slide and the total number of slides will be displayed.

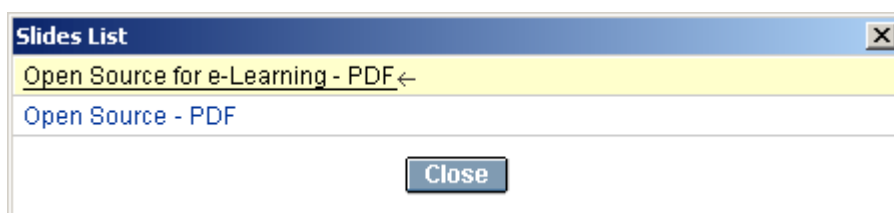
Learning Points Dialog Box



Use the Learning Points dialog box to navigate to each learning point or slide by clicking the appropriate link. To open the Learning Points dialog box, click the Learning Points button [Learning Points](#) in the middle of the navigation bar. You can close the Learning Points dialog box by selecting the **ALT + F4** buttons.

Note: Depending on the course, you can click [Close](#) within the Learning Points dialog box.

Slides List Dialog Box



In Dialogue Design Courses, use the Slides List dialog box to navigate to slides by clicking the appropriate link. To open the Slides List dialog box, click the Slides List button [Slides List](#) in the middle of the navigation bar. You can close the Slides List dialog

box by selecting the **ALT + F4** buttons or by clicking the **Close** button.

Web Accessibility

See the *Keyboard navigation for course content* help topic for more information about navigating content.

Keyboard Shortcuts

- Turn Audio On/Off: **CTRL + SHIFT + G**
- Play Audio/ Stop Audio: **CTRL + SHIFT + I**
- Previous topic: **CTRL + SHIFT + Down Arrow**
- Next Topic: **CTRL + SHIFT + Up Arrow**
- Previous page: **CTRL + SHIFT + Left Arrow**
- Next Page: **CTRL + SHIFT + Right Arrow**
- Open Course Menu: **CTRL + U**
- Close the Learning Points Dialog Box: **ALT + F4**

Playing Course Content


CONTENT TYPES

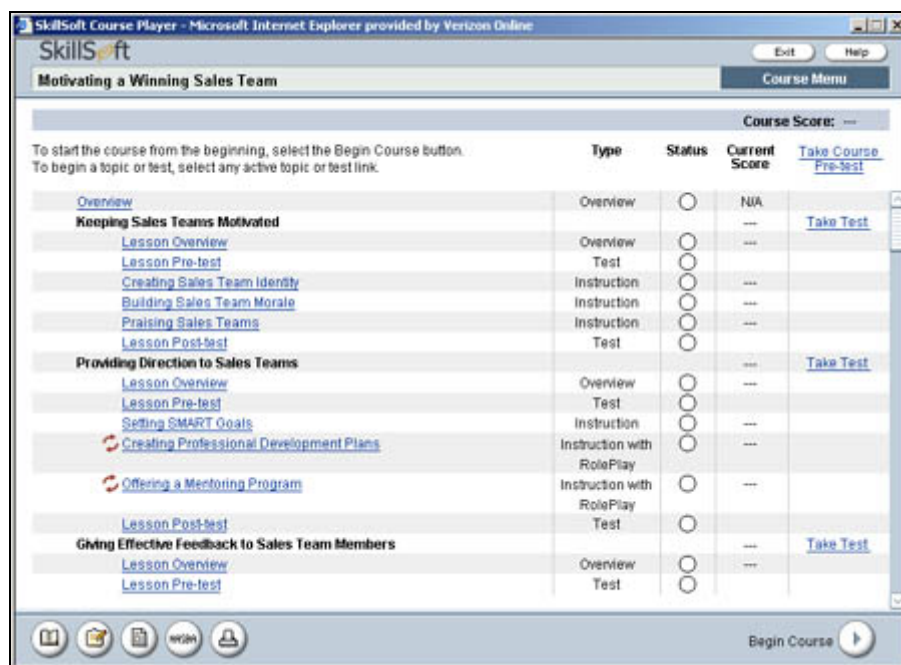
You can use the SCP with various types of e-Learning content comprised of any of the following: text, audio, graphics, questions, and exercises.

Depending on your configuration, you may have access to some or all of the content types shown below:

- *Courses*
 - *Business Skills*
 - *IT*
 - *Dialogue Design Courses*
 - *Expert Sessions*
- *SkillSoft Exams*
 - *Test Prep Exams*
 - *Final Exams*
- *Custom Content*

SKILLSOFT COURSES

A SkillSoft Course  is web-based instructional content delivered to you on your computer. During the course, you practice and are assessed on your mastery of skills and knowledge learned in the course. Instructional content includes business skills and information technology courses. Both Business Skills courses and IT courses play within the SCP.

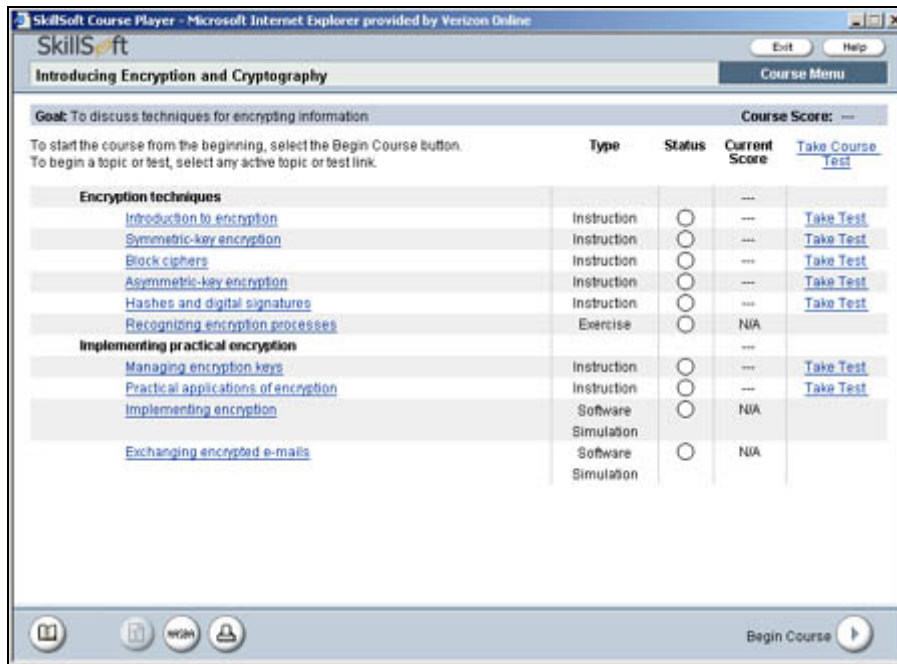


Business Skills courses

Business Skills courses present instructional content designed to enhance your knowledge of a business oriented skills. SkillSoft business skills courses focus on behavioral skills (often called "soft skills") that are key to performance for all business professionals, regardless of job role. It also teaches the skills and knowledge that are relevant to the various functions in today's business organization.

IT courses

SkillSoft's latest IT content architecture that has been designed with the Internet in mind. It uses the versatility of the web to present a broad range of e-Learning topics. IT content can include: Ask My Mentor, Transcripts, and CodeJugder.



Dialogue Design Courses

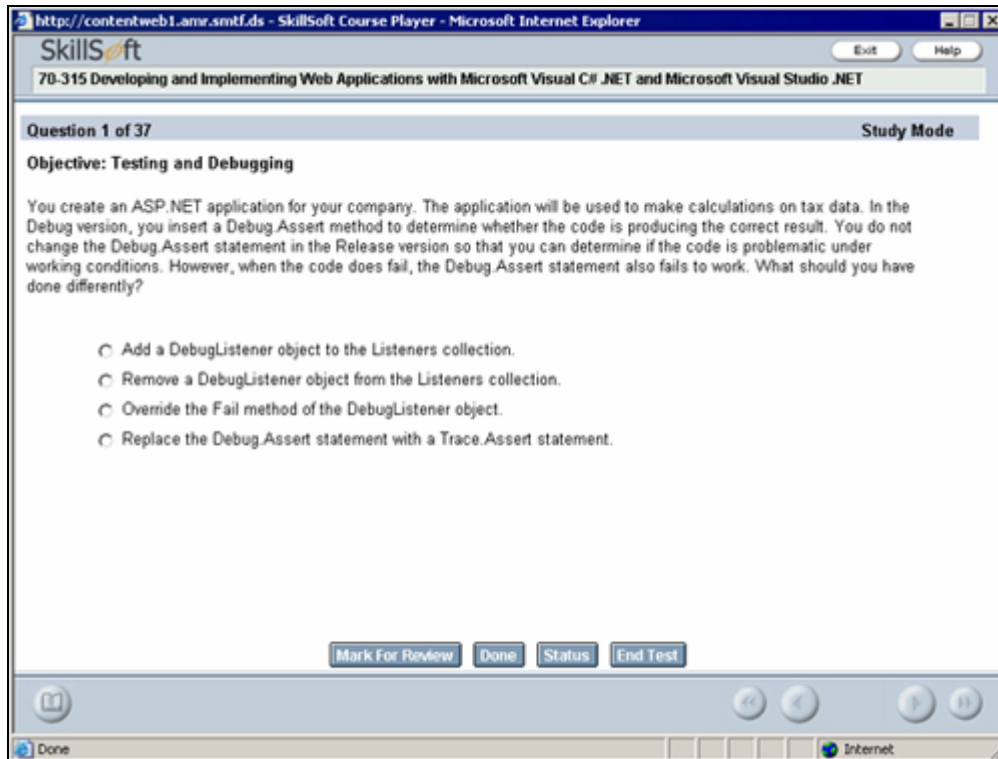
A course created and published using Dialogue Design. Dialogue Design courses have a three level hierarchy, which consists of course, segment and slide. A course contains one or more segments (or topics) and a segment can contain one or more slides. As Dialogue Design does not have the concept of a Lesson, the contents of the course are published as a single lesson. The learning objectives (goals) are specified at course level and not at topic level.

Expert Sessions


A course created by SkillsSoft and published using Dialogue Design. This is a proprietary course.

SKILLSOFT EXAMS

SkillSoft Exams are generally taken near the end of a program of certification-orientated study. There are two types of Exams: Test Prep Exams and Final Exams.




Test Prep exams

A Test Prep Exam  is a practice test that helps you prepare for a certification exam. You can take exams in two different modes: Study and Certification. Study mode is designed to maximize learning by providing feedback, while Certification mode is designed to mimic a certification exam.

Final Exams

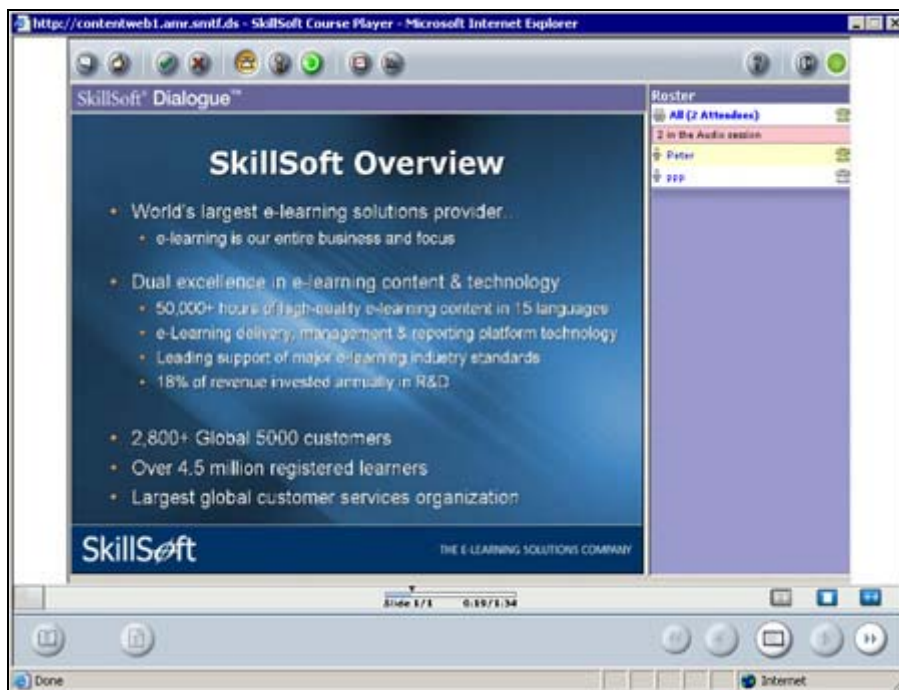
Final Exams allow you to test the breadth of your knowledge in a testing environment. In most cases, you take these exams near the end of a program or after a series of courses.

CUSTOM CONTENT

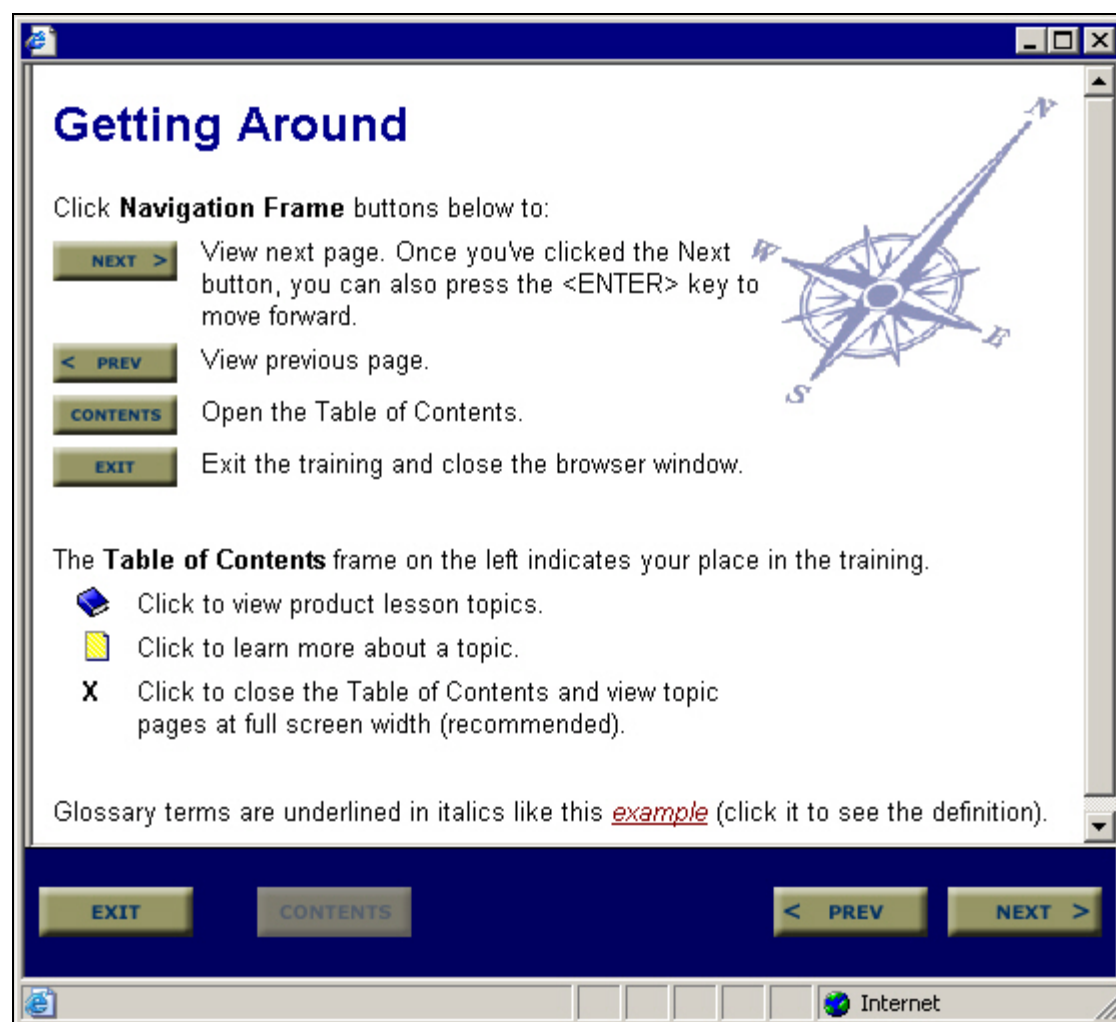
There are various types of custom content  that play within the SCP. This content can be created or customized by SkillSoft, such as a Dialogue Recorded Session. In addition, you can play non-SkillSoft courses if SkillPort or your LMS is configured to do so.

When you play custom content within the SCP, you may notice variations in the course navigation. These variations are due to the content type or design and the operation of these controls should be readily apparent.

For example, Dialogue Recorded Sessions have additional navigation controls that allow you to pause the recording, move backwards to the previous slide, or proceed to the next slide. Below is an example of a Dialogue Recorded Session.



Another example of custom content with various navigation controls is shown below. This is a SCORM course.




TOPIC TYPES

Topic pages present information in a variety of formats. Some pages present instructional content alone while others are interactive, requiring you to answer questions, select graphics, advance the course with content *navigation controls*, etc. Instructions for working with these various pages are indicated within the content. A topic's type is shown in the *Course Menu* list.

Within any particular course, you may have any assortment of topic types. The topic types that are available are the design intent of the course designer.

Topic Type Descriptions

- **Overview** - Provides introductory information for the lesson including the learning objectives covered in that lesson.
- **Instruction** - Gives instructional content and assessment questions to reinforce the instructional material.
-  **RolePlay** - A RolePlay presents instructional content within a business context, in the form of a scenario or situation. You are led through a series of choices that can lead to several possible endings. You have the choice of entering a RolePlay in either Explore or Score mode.

Explore mode provides feedback about the choices you make during the course of the RolePlay before you make a final choice. Choice feedback appears when you select one of the available answer choices.

Score mode allows you to test your skills within the RolePlay. In Score Mode, you receive feedback only after you select your final answer. Unlike Explore Mode, you can not return to previously viewed pages.

- **Test** - Questions that assess your knowledge of the learning objectives.
- **Simulation** - A simulation gives you the opportunity to practice the tasks and procedures taught in this course in a simulated software environment. When you complete a task, the Player judges whether you did so correctly and lets you proceed to the next task. If you perform the task incorrectly, you can repeat it or move on to the next part of the simulation.
- **Article** - Provides an abstract, narrative text, and a summary.
- **Exercise** - Reinforces the content taught in this course with practice tasks. Includes hardware exercises, conceptual and problem-solving exercises, and coding exercises.
- **Mentored Exercise** - Presents a series of tasks to complete, usually relating to using software. You submit your results of the exercise to a mentor, who then replies with a solution.
- **Self-Assessed Exercise** - Similar to Mentored Exercises, except the learner self-evaluates their performance against a course-supplied best practice answer.

Web Accessibility

Select the *Keyboard Navigation of Instructional Content* help topic for details.

RESOURCES



All courses contain a link to a References page that displays links to supporting information related to the course. Select the **Resources** button in the Navigation Bar to open this page in a browser window. Select the links to access the information.

Course Objectives

Objectives are statements of intended learning outcomes. The page shows the course title and all related topic-level objectives. Test questions are used to measure your achievement relative to the course objectives.

Glossary

The Glossary gives definitions of terms that appear in the course.

References/Additional Resources

A list of published resources related to the content of the course.

About This Course

About This Course gives a list of information about the course:

- Course Title
- Overview/Description
- Target Audience
- Certification
- Expected Duration
- First Publication Date
- Last Revision
- Course Number

Copyrights

The Copyrights section contains SkillSoft copyright information.

Licensing Agreement

The Licensing Agreement section contains SkillSoft licensing information.

Job Aids

The Job Aids page lists links to all of the *Job Aids* available for the course.

Learning Aids

Learning Aids are documents that support course content presentations or practices. Learning Aids are designed for use during course play.

Examples of Learning Aids include:

- worksheets
- charts and tables
- financial statements

Follow-on Activities

A Follow-on Activity (FOA) provides an opportunity to extend instruction beyond a course. FOAs typically describe specific activities that you can do to transfer learning from the learning environment into your daily life and job.

JOB AIDS



The Job Aids page lists links to all of the Job Aids available for the course.

Job Aids are tools and forms that complement and support the content presented in the course. They are designed for use after the course has been taken, and can serve as a guide for application of the skills learned in the course. Select the **Job Aids** button to open this page in a browser window, and then select a link to access the information.

Examples of Job Aids include:

- guidelines
- checklists
- reusable forms and templates
- step-by-step procedures

SKILLBRIEFS



The SkillBriefs page lists links to all of the SkillBriefs available for the course.

SkillBriefs are condensed summaries of the instructional content of a course topic. SkillBriefs are designed to be used as an instant reference. Select the **SkillBriefs** button to open this page in a browser window, and then select a link to access the information.

ASK MY MENTOR



SkillsSoft's mentoring service offers you individual attention from vendor-certified professionals. This service is delivered through email, online chats, and threaded discussion groups and is available 24 hours a day, 7 days a week. To access this service, click the **Ask My Mentor** button in the *Navigation Bar*. This opens a new window where you can access Ask My Mentor for the topic or course you are currently playing.

Ask My Mentor is available only if you have purchased this facility from SkillsSoft and are taking the topic online.

Note: If the **Ask My Mentor** button does not appear on the Navigation Bar, you cannot access mentoring for that topic.

TRANSCRIPTS



A transcript is a one-page display of the instructional text presented in a topic. To view a transcript of the topic, click the **Transcript** button in the *Navigation Bar*. The transcript launches in a separate window. If the **Transcript** button does not display in the Navigation Bar or is grayed out, you cannot access a transcript for that learning content.

Printing a transcript

To print the transcript, select the **Print** link in the transcript document.

NASBA CPE CREDIT

Eligibility

Check the SkillsSoft® Course Catalog to determine if this course is eligible for NASBA CPE credit.

Requirements

To earn NASBA CPE credits for an eligible course, you must meet the following criteria:

1. Achieve a minimum Overall Score of 70%.

Your Overall Score is the average of the current post-test scores for each lesson. A lesson post-test has a score of 0 until it is taken.

Example: A course with three lessons has three lesson post-tests. Your overall score at any given time is the average of the current post-test results recorded for all three tests. If you score 85 on the 1st post-test, 95 on the 2nd post-test, but have not yet taken the 3rd post-test, your Overall Score is 60 ($85 + 95 + 0$ divided by $3 = 60$).

To take the Lesson post-tests all at once, click the **Take Course Test** link in the *course menu*.

2. Take the course in full.

CPE credit is only granted for instructional content that you actually access. You must access every topic in the course to meet this requirement.

3. Complete the course within 1 year.

The one-year time frame begins when you first access a course. You must complete all lesson post-tests within one year of that date to earn CPE credit.

Publication Date

The course publication date is available in the About this Course section of the course *Resources*. Select the **Resources** button to access this information.

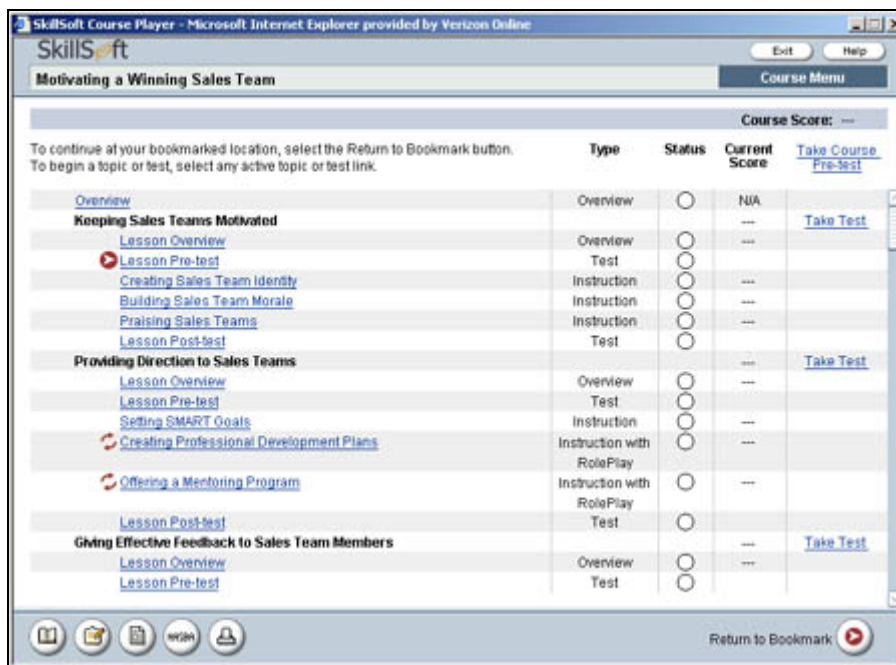
Course Evaluation Forms

You have the option to print out and complete an evaluation form once you complete a course.

Testing

TESTING OVERVIEW

The SkillSoft Course Player tests your knowledge of the course learning objectives at the course, lesson, or topic level.



The Player provides optional pre-tests and post-tests to assess your knowledge before and after you go through the instructional content.

Note: Depending on how the SkillSoft Course Player is configured by your organization or the specific course type, some of these pre-test and post-test options may not be available to you.


Tests can be taken at any time. However, when the Player is configured with the pre-test and/or post-test options, the tests display sequentially in the content either before the lesson is started (for a pre-test) or at the end of last topic in a lesson (for a post-test). This is useful for learners who like to start at the beginning of a course and continue through to the end of the course, in order, without having to go back to the Course Menu to make test selections. Depending on the course design, you can also skip a test and return to it at a later time. Tests always remain accessible from the *Course Menu*.

Start a Test



To start a test, select the **Begin Test** button. The SkillSoft Course Player presents a series of questions. You can choose to answer the question when it is displayed or you can choose to *answer the question later*.


To answer a question, check the appropriate answer(s) (for multiple choice type questions) or drag and drop the appropriate answers (in matching questions). When you are satisfied

with your answer, select . The correct answer then displays. Select the **Next**

Page button  to proceed to the next question.

TEST SUMMARY PAGE

Whenever you launch a test, a Test Transition/Summary page opens. This page contains the test scores for the course or applicable lesson. The topic titles are not selectable. The

Summary page also displays the **Print Scores** button  which allows you to print out your test scores.

Test Scores

The Test Summary page contains your scores for the test. The scores are broken down by topic. Each question in the test is related to a lesson topic. The topics scores are the total of all the applicable questions for that topic in the test.

A value of "--" in the score column indicates that you have not yet taken that test. A zero in the score column indicates that you took the test but did not answer any questions correctly. The scores are divided into three columns:

- **Pre-test score** - Displays the score for your course or lesson pretest . You can only take a pre-test once. If pre-tests are not enabled, the name of this column changes to **First Score** and displays the score for the first time that you took this test.
- **Highest Score** - Displays the average of the highest scores you received for each individual objective.
- **Current Score** - Displays the score for the last time that you took this test.
- **Course Score** - Displays the current average score for all test items in the course, based on the tests you have completed. All the tests that you have not attempted are scored as 0% until you take them.

Note: The First (Pre-test), Highest, and Current lesson scores are all recorded and sent to the Learning Management System for use by your organization. The Course Score is provided for your information only.

Launching a Test



To begin the test, select the **Begin Test** button.



You can exit a test at any time and return to the Course Menu by selecting the *Course Menu* button.

Depending on the specific course design, your scores may not be recorded if you exit a test before finishing.

Test Summary

When you finish a test, the Test Transition/Summary page is displayed and shows your updated scores for the test you just completed. The topic titles become selectable so that you can review a topic. You can also retake the test unless it was a pretest (you can only take a pretest once).

You may also have the option of retaking the questions in the test for a specific topic by selecting the Retake Test link next to the applicable topic. When you retake questions for one topic, you are scored for your new attempt along with the score you got for the other topics in your last attempt.

Web Accessibility

Note: In Web Accessibility mode, test scores are displayed in a linear form, instead of tables.

Keyboard Shortcuts

- Begin Test button: **CTRL + SHIFT + S**
- Go to the Course Menu: **CTRL + U**
- Print test scores button: **CTRL + SHIFT + P**

TEST OPTIONS

There are several options available to you when taking tests. You can choose to take a full course test or to take segments of the test by lesson or topic. If you decide to take topic or lesson tests, your results contribute towards the completion of the course test. You can choose to answer questions later and review your progress on the Test Status page.

In the example shown below, you can see that portions of each topic test have been completed and their resulting contribution to the Course Score.

| Managing and Rewarding Top Performers | | | | Course Menu |
|--|-------------|----------------------------------|-----|----------------------------------|
| Goal: To enable you to understand strategic management practices and reward initiatives used to retain top performers. | | | | Course Score: 52% |
| To start the course from the beginning, select the Begin Course button. To begin a topic or test, select any active topic or test link. | | | | Take Course Test |
| Course Overview | Overview | <input type="radio"/> | N/A | Take Test |
| Identifying Top Performers | | | 57% | Take Test |
| Lesson Pre-test | | <input checked="" type="radio"/> | | |
| Lesson Overview | Overview | <input type="radio"/> | 40% | Take Test |
| The Characteristics of a Top Performer | Instruction | <input type="radio"/> | 67% | Take Test |
| The Value of Top Performers | Instruction | <input type="radio"/> | 60% | Take Test |
| Lesson Post-test | | <input type="radio"/> | | |

Course-Level Testing Options

Course Pre-test

The course pre-test assesses your knowledge of the learning objectives that are covered in the course before you play the instructional content. To launch the course pre-test, select the **Take Course Pre-test** link in the *Course Menu*.

Note: Once you complete any other test, the link changes to **Take Course Test** and the course pre-test option is no longer available.

Course Post-test

The course post-test assesses your knowledge of the learning objectives that were presented to you in the course. To launch the course post-test, select the **Take Course Test** link in the *Course Menu*.

Note: Tests can be taken at anytime. Even if your SkillSoft Course Player is not configured to insert Pre-tests and Post-tests sequentially in the content, you can still select a test anytime from the Course Menu.

Lesson-level Testing Options

There are three lesson-level testing options: pre-test, post-test, and topic-level testing. Depending on the design of the course, you may see any variation of these tests.

Lesson Pre-test

The lesson pre-test assesses your knowledge of the learning objectives that are covered in the lesson before you play the instructional content of a lesson.

There are three ways to launch the lesson pre-test:

- Select the **Lesson Pre-test** link for the appropriate lesson in the *Course Menu*.
- Select the **Take Test** link in the appropriate lesson section of the *Course Menu*.

- If you play the course content sequentially, you will encounter a Lesson Pre-Test after you have finished the Lesson Overview.

Note: Once you complete any other test in a lesson, the lesson pre-test option is no longer available for that lesson.

Lesson post-test

The lesson post-test assesses your knowledge of the learning objectives that were presented to you in each lesson.

There are three ways to launch the lesson post-test:

- Select the **Lesson Post-test** link from the appropriate lesson in the *Course Menu*.
- Select the **Take Test** link for the appropriate lesson in the *Course Menu*.
- If you take the course sequentially, the Player launches each lesson post-test (if enabled) after you navigate through all the content associated with the lesson.



Topic-Level Tests

The topic test assesses your knowledge of the learning objectives that were presented to you in each topic. As you complete each topic test, the results contribute towards the completion of the course test. You can take a topic test at any time, regardless of whether or not you have reviewed the course content for that topic.

To launch the topic test, select the appropriate **Take Test** link for that topic in the *Course Menu*.

Note: Topic tests may not be available in all courses. If topic tests are not an option in the course you are taking, this is by design.

Status Page



The status page indicates the progress that you have made in a course or topic test and is accessed by selecting the **Status** button  during the test. Questions that were skipped display the answer later icon . The status screen has links to each test question allowing you to answer skipped questions and review questions that you already answered.

To exit the Status screen and return to the test, click the **Close Status** button


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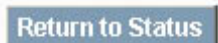

Answer Later

If necessary, you can mark questions for answering later. Do one of the following to mark questions for later review:

- In a Business Skills (e3) course, click the **Answer Later** button .
- In an IT Skills course, click the **Mark for Review** button .

When you are ready to answer the question, you must open the status screen and select the link for that question. Access the status screen by selecting the **Status**

button  during the test or by selecting the **Return to Status** button


 in the dialog box that displays when you finish the test. The icon  displays next to the question in the status page. You can then click the question for review. If you skip a question and end the test without answering it, you receive a score of **0%** for that question.

Ending a Test

When you finish taking the test, the Test Summary screen displays. You can review any topic covered in the test by selecting the appropriate link. You can retake the entire test or a topic test by selecting the applicable **Retake Test** link. If you are finished with the test, you can return to the Course Menu page by selecting the *Course Menu* button.

Note: The ability to retake a test can vary depending on the course.

Skipping a Test

Depending on the specific course design, you may be given the option to skip a test. If you select , you proceed directly to the next lesson or topic. You can use the course menu to return to the test at a later time.

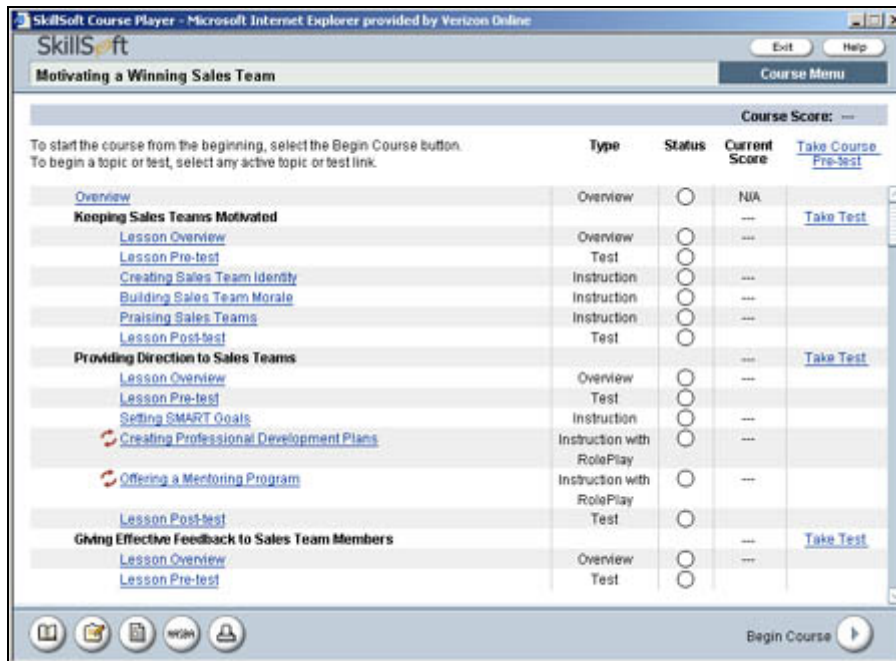
Web Accessibility

Keyboard Shortcuts

- Begin Test: **CTRL + SHIFT + T**
- Next Page: **CTRL + SHIFT + Right Arrow**
- Answer Later: **CTRL + SHIFT + A**
- Open Status Page: **CTRL + SHIFT + S**
- Close Status Page: **CTRL + SHIFT + C**
- End Test: **CTRL + SHIFT + E**

SCORING

Your Overall Course Score is the average of the current test scores for each lesson. Lesson tests that you have not taken are scored as zero until you complete the test. To take the Lesson tests all at once, click the **Take Course Test** link in the *Course Menu*.



Partial Credit Scoring

If partial credit scoring is enabled, you can earn some credit for answering a portion of a question correctly. For every matching question or question that has multiple correct answers, you receive a percentage of what that question is worth for every correct answer you select. You lose a percentage of that question's value for every incorrect answer you select.

If partial credit scoring is not enabled, you must choose all correct answers or match all choices correctly to receive credit for that question.

Example: A course with three lessons has three lesson tests. Your overall score at any given time is the average of the current test results recorded for all three tests. If you score 85 on the 1st test, 95 on the 2nd test, but have not yet taken the 3rd test, your Overall Score is 60% $(85 + 95 + 0)/3$.

| Managing and Rewarding Top Performers | | | | Course Menu |
|--|-------------|----------------------------------|-----|----------------------------------|
| Goal: To enable you to understand strategic management practices and reward initiatives used to retain top performers. | | | | Course Score: 52% |
| To start the course from the beginning, select the Begin Course button. To begin a topic or test, select any active topic or test link. | | | | Take Course Test |
| Course Overview | Overview | <input type="radio"/> | N/A | Take Test |
| Identifying Top Performers | | | 57% | Take Test |
| Lesson Pre-test | | <input checked="" type="radio"/> | | |
| Lesson Overview | Overview | <input type="radio"/> | 40% | Take Test |
| The Characteristics of a Top Performer | Instruction | <input type="radio"/> | 67% | Take Test |
| The Value of Top Performers | Instruction | <input type="radio"/> | 60% | Take Test |
| Lesson Post-test | | <input type="radio"/> | | |

Other scoring models

Some courses provide tests for each topic. Your total score is determined by either the score that you receive from the course test or by the average of the topic scores out of a possible 100%. Each topic score equals 0% until you take it.

| SkillsSoft Course Player - Microsoft Internet Explorer provided by Verizon Online | | | | |
|--|-------------|-----------------------|-----|----------------------------------|
| SkillsSoft | | | | Exit Help |
| Introducing Encryption and Cryptography | | | | Course Menu |
| Goal: To discuss techniques for encrypting information. | | | | Course Score: --- |
| To start the course from the beginning, select the Begin Course button. To begin a topic or test, select any active topic or test link. | | | | Take Course Test |
| Encryption techniques | | | --- | |
| Introduction to encryption | Instruction | <input type="radio"/> | --- | Take Test |
| Symmetric-key encryption | Instruction | <input type="radio"/> | --- | Take Test |
| Block ciphers | Instruction | <input type="radio"/> | --- | Take Test |
| Asymmetric-key encryption | Instruction | <input type="radio"/> | --- | Take Test |
| Hashes and digital signatures | Instruction | <input type="radio"/> | --- | Take Test |
| Recognizing encryption processes | Exercise | <input type="radio"/> | N/A | |
| Implementing practical encryption | | | --- | |
| Managing encryption keys | Instruction | <input type="radio"/> | --- | Take Test |
| Practical applications of encryption | Instruction | <input type="radio"/> | --- | Take Test |
| Implementing encryption | Software | <input type="radio"/> | N/A | |
| Exchanging encrypted e-mails | Simulation | <input type="radio"/> | N/A | |
| | Software | <input type="radio"/> | | |
| | Simulation | <input type="radio"/> | | |

Example: If a course has 5 topics the course score is the average of the 5 topic scores. If you score a 100% on the first three topic tests, 50% on the fourth topic test, and 0% on the fifth, you would receive a course score of 70% $(100 + 100 + 100 + 50 + 0)/5$.

COMPLETING A COURSE

The criteria to complete a course can vary depending on the configuration of your Learning Management System (LMS). Course completion may be based on:

- Playing all the pages in the course.
- Answering all test questions correctly.
- Answering a certain percentage of the test questions correctly.
- A combination of page play in conjunction with correct test answers.

The course completion criteria may be available from your LMS system, for example, on your progress report. Contact your training administrator if you need help determining the criteria for completing a course.

Web Accessibility

WEB ACCESSIBILITY OPTIONS

After you launch a course from the course summary page the Options dialog box appears. This dialog presents several options for playing a course. Use the **TAB** key to navigate to an option and press **ENTER** or **SPACEBAR** to select it. The different options are described below.

- **Web Accessibility Course Play**
All assistive technology options are enabled including screen reader support and keyboard navigation. Animated graphics are disabled.
- **Non-Animated Course Play** (Business Skills and CCA Courses Only)
Animated graphics are disabled. Keyboard navigation is enabled. No other assistive technology options are available.
- **Keyboard Accessible Course Play**
Keyboard navigation is enabled. No other assistive technology options are available.
- **Getting Started**
Opens the Help system.

CODEJUDGER KEYBOARD SHORTCUTS

The following is a list of keyboard shortcuts available in CodeJugder:

- Save your code: **CTRL + s**
- Have your code judged: **CTRL + j**
- Open Resources: **CTRL + SHIFT + r**
- Open Show Me: **CTRL+ SHIFT + w**
- Open Hints: **CTRL+ SHIFT + n**
- Open tasks: **CTRL+ SHIFT + a**
- Begin Course: **CTRL + t**
- Return to Bookmark: **CTRL + t**
- Course Menu Button: **CTRL + u**
- Next Page: **CTRL + SHIFT + Right Arrow**
- Previous Page: **CTRL + SHIFT + Left Arrow**

KEYBOARD NAVIGATION OF INSTRUCTIONAL CONTENT

Many pages have interactive elements on them that you need to select in order to advance the instructional content on that page. These elements include bulleted lists, image maps with text pop-ups, simulated dialogs between characters, roll over text and graphics, or questions associated with a case study. The content typically indicates what type of interactivity is included with a particular page.

After listening to the page content press the **TAB** key. The focus moves to the first navigable item on the page. If there are no interactive items on the page, the focus advances to the **Next Page** button. This indicates that the page contains instructional content only. Select **Next Page** and press the **SPACEBAR** or **ENTER** key to continue moving through the course.

If there are interactive elements in a page, the focus moves to the first interactive element on that page. The visual and audio feedback indicates what you need to do in order to advance the instructional content. To select the interactive element and advance the content, press the **SPACEBAR** or **ENTER** key. After listening to the new content press **TAB** again. The focus again moves to an interactive element on the page or, if all content has been displayed, the focus moves to the **Next Page** button.

Below is a list of the interactive elements you may encounter during a course. If you hear one of these items after pressing the **TAB** key, then you know that you are on a page with interactive elements.

- More
- Click for More
- Link to
- Roll Over
- Click on Graphic
- Question
- Active Region

Keyboard Alternatives

When a topic contains keyboard shortcuts as part of the instructional content, the Show/hide keyboard alternatives icon appears in the Navigation Bar. By default, this option is disabled. To enable this option, select the Show/hide keyboard alternatives checkbox. Once enabled, keyboard shortcut information displays in the content area as appropriate.

The keyboard alternatives are automatically added to the content when running in web accessibility mode, so this control is not displayed.

Multiple Choice Pages

Some pages in a course require you to answer questions. These questions may appear as part of the instructional content or as a pre-test or post-test question. Questions come in several forms, but they all use similar keyboard shortcuts. The types of questions include multiple choice, checklists, true false, and short answer. When you advance to a page with a multiple choice style question, the audio and visual feedback indicates which type of page is displayed.

- To answer multiple choice, true false, or checklist questions, navigate to the different selections using the **TAB** or **SHIFT + TAB** keys. Once the focus is on the item, the audio and visual feedback indicated if it is checked or unchecked. Press **SPACE BAR** to mark your selections. Once you are finished answering the question, move the keyboard focus to the completion button. This button will say **AM I CORRECT?** or **DONE**. When the keyboard focus is on the completion button, press the **SPACE BAR** or **ENTER** key.
- To answer short answer questions, navigate to the answer entry field using the **TAB** and **SHIFT + TAB** keys. Type in your answer. Once you are finish answering the question, move the keyboard focus to the completion button. This button says **AM I CORRECT?** When the keyboard focus is on the completion button, press the **SPACE BAR** or **ENTER** key.

Drag and Drop Pages

There are pages that appear in a course that require you to select an item in one column and match it with an item in a second column. The SkillSoft Course Player uses drag and drop functionality to allow you to match items. However, you can use the keyboard to accomplish the same drag and drop action that you could do with the mouse. You use the keyboard to change the focus between matchable items and use keystroke combinations to make your selections.

Business Skills Courses

Use the following procedure for Using Drag and Drop with the keyboard in Business Skills courses:

1. Listen to the instructional content to understand the task you must complete.
 - Use the **TAB** and **SHIFT + TAB** keys to move the keyboard focus around the page to familiarize yourself with the available choices.
 - Use the **TAB** and **SHIFT + TAB** keys to move the keyboard focus to the item you want to match. This is the item you will drag. Audio and visual feedback lets you know what choice is selected. Once the focus is on the item you want to drag, press the **CONTROL + N** keys. The item is selected.
 - Use the **TAB** and **SHIFT + TAB** keys to move the keyboard focus to the second item you want to match. This is the item on which you want to drop the first selected item. There will be audio and visual feedback to let you know if this item is matched

or not matched. Once the keyboard focus is placed on the item you want to match, press the **Control + D** keys. The two items have now been matched.

2. Repeat these steps for each of the items you want to match on the page. You need to match every item in the second column to complete the task.
3. Move the keyboard focus to the completion button. This button will say **Evaluate**, **Done**, or **Am I Right?**
4. Press the **SPACEBAR** or **ENTER** key.

IT Skills Courses

For IT Skills questions that require you to arrange the options in order or match them with correct targets, use the **TAB** key to select an option and press the letter or number (on the number pad) that identifies the correct target. Repeat this step for each of the options. This feature is not available for all IT Skills courses.

Rating Pages

Rating pages require you to assess yourself in one or more areas related to the instructional content. You rate yourself on a scale from one to five for each of the items presented. The scales usually indicate what level of knowledge or expertise you have with the item in question. For example, the scale could range between knowing nothing about a particular item to knowing a lot.

- Use the **TAB** key to navigate to each rating item. Once the focus is on a rating item, use the left arrow key and right arrow key to move the focus up and down the scale until you have selected the appropriate rating. The audio and visual feedback indicates which item on the scale you have selected. Once the focus is on the selection you want, press the **TAB** key to move to the next rating item.
- Press the **TAB** key to move the focus to other rating items on the page. When all rating items have been marked, move the keyboard focus to the **DONE** button and press the **SPACEBAR** or **ENTER** key to select it.

RolePlay Pages

Use the **TAB** key to navigate to your selection and then press the **SPACE BAR** to select it. Next, navigate to the **Done** button (**Next** button if you are in Explore mode) and press the **SPACEBAR** or **ENTER** key. The feedback for your selection appears. If you are in Explore mode, you can go back and change your answer. Use **TAB** to select the **Next** or **Next Page** button to move to the next page of the Role Play or select **EXIT ROLE PLAY** and press the **SPACEBAR** or **ENTER** key to quit.

KEYBOARD SHORTCUTS

General Shortcuts

- Exit the Player: **CTRL + SHIFT + E**
- Launch the HELP window: **CTRL + SHIFT + H**
- Open References / Resources: **CTRL + SHIFT + R**
- Open Job Aids: **CTRL+ SHIFT + O**
- Open SkillBriefs: **CTRL+ SHIFT + L**
- Open Transcript: **CTRL+ SHIFT + L**
- Open Mentoring: **CTRL+ SHIFT + M**
- Open NASBA: **CTRL + SHIFT + B**
- Print Test Scores: **CTRL + SHIFT + P**
- Begin Course: **CTRL + T**
- Course Menu Button: **CTRL + U**
- Return to Bookmark: **CTRL + T**
- Take Course Test: **CTRL + C**
- Play Audio/ Stop Audio: **CTRL + SHIFT + I**
- Turn Audio on/off: **CTRL + SHIFT + G**
- Next Page: **CTRL + SHIFT + Right Arrow**
- Previous Page: **CTRL + SHIFT + Left Arrow**
- Next Topic: **CTRL + SHIFT + Up Arrow**
- Previous Topic: **CTRL + SHIFT + Down Arrow**
- Next Help Topic: **ALT + N**
- Previous Help Topic: **ALT + P**

Business Skills Tests

- Begin Test: **CTRL+ SHIFT + S**
- Next Page: **CTRL + SHIFT + Right Arrow**
- Answer Later: **CTRL + SHIFT + A**
- Open Status Page: **CTRL+ SHIFT + S**
- Close Status Page: **CTRL+ SHIFT + C**

It Skills Courses

- Learning Points button: **CTRL + SHIFT + T**
- Open NASBA Page: **CTRL + SHIFT + B**
- Skip Button: **CTRL + SHIFT + K**
- Show Me Button: **CTRL + SHIFT + W**
- Steps Button: **CTRL + SHIFT + S**
- Try Again Button: **CTRL + SHIFT + Y**
- Done Button: **CTRL + SHIFT + D**
- Keyboard Alt Button: **CTRL + SHIFT + U**
- Hint Button: **CTRL + SHIFT + N**
- Task Button: **CTRL + SHIFT + A**
- Close Learning Points Dialog Box: **ALT + F4**

IT Skills Tests

- Status Button: **CTRL + SHIFT + S**
- Previous Button: **CTRL + SHIFT + B**
- Next Button: **CTRL + SHIFT + V**
- Mark For Review Button: **CTRL + SHIFT + M**
- Done Button: **CTRL + SHIFT + Z**
- Take Incomplete/Failed Parts Button: **CTRL + SHIFT + I**
- Start Button: **CTRL + SHIFT + T**
- Close Status Button: **CTRL + SHIFT + Q**
- End Test Button: **CTRL + SHIFT + X**

TECHNICAL SUPPORT

SkillSoft Customer Support provides 24/7 support to SkillSoft Course Player users.

Please access the SkillSoft Online Customer Support site at <http://onlinesupport.skillsoft.com> to search our solution libraries and FAQs, create a support case, or to obtain a list of our international phone numbers.

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